

Quick Tips



05a Car Repair

- 1.** Always get an estimate in writing before repairs begin. If you are not offered a written estimate, go somewhere else. The estimate should include as much detail as possible about your car, the work that will be done to it and the rates charged for the work.
- 2.** Be sure to ask that old parts that were replaced in the repair be returned to you.
- 3.** Ask family, friends and co-workers to recommend a quality repair shop. If you don't have a personal referral, shop around – carefully.
- 4.** Go to the repair shop and speak with the service manager or owner.
- 5.** Be sure to ask for and check references.
- 6.** Once you find a shop you are satisfied with, stick with it.

Additional consumer protection advice is available at www.mgs.gov.on.ca:

- Your Consumer Rights
 - Buying Merchandise
 - At Home
- Memberships and Services
 - Motor Vehicles
- Personal Finances
 - Travel
 - Scams
- Identity Theft
- File a Complaint



What You Need to Know About Motor Vehicle Repairs

For general ministry information, visit www.mgs.gov.on.ca, or call (416) 326-8555 or toll-free 1-800-268-1142 (in Ontario). TTY/Teletypewriter users only: (416) 325-3408 or toll-free 1-800-268-7095

Please send your comments, feedback and inquiries to: cbsinfo@cbs.gov.on.ca

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Smart consumers are good for business

Ontario is a leader in consumer protection and has set out clear rules for consumers and business. Know your rights – shop smart and protect yourself in the marketplace.

Repairing Your Car

Vehicle repairs are the third most common consumer complaint at the Ministry of Government Services. Most involve auto-repair shops that overcharge, perform unauthorized or poor quality work, or fail to provide warranties. You are protected under the law when you bring your vehicle in for repair, and a few precautions can eliminate common complaints.

Quick tips:

- Always get an estimate in writing before repairs begin. If you are not offered a written estimate, go somewhere else. The estimate should include as much detail as possible about your car, the work that will be done to it and the rates charged for the work.
- Be sure to ask that old parts that were replaced in the repair be returned to you.
- Ask family, friends and co-workers to recommend a quality repair shop. If you don't have a personal referral, shop around – carefully.
- Go to the repair shop and speak with the service manager or owner.
- Be sure to ask for and check references.
- Once you find a shop you are satisfied with, stick with it.

Your rights:

- Final charges for repair work cannot be more than 10 per cent on top of the original estimate – unless you agree to the price increase verbally or in writing.
- Under the law, repair shops are required to post a sign in an obvious place, stating:
 - that the repairer must offer a written estimate unless the consumer authorizes a maximum amount for the repair.
 - the repairer's labour rates and how they are calculated (i.e. on a flat or hourly rate).
 - whether commissions are paid to mechanics.
 - that replaced parts will be returned, upon request, after the work is done.
 - the Ministry of Government Services' telephone number if it is not printed on the invoice (416) 326-8555 or toll-free 1-800-268-1142.
- Repairs cannot be done to your car unless you have given permission – by telephone or by signing the estimate.
- Repair shops must give you a **90-day or a 5,000-km warranty** (whichever comes first) on most new and used parts as well as the labour costs involved.
- If your vehicle breaks down during the warranty period or becomes unsafe to drive, arrange to have it taken back to the repair shop. The shop must fix the part under warranty and cover the costs of the labour required to do the repair again.
- You have the right to know whether or not reconditioned parts will be used to repair your vehicle.
- You have the right to have parts that were replaced in the repair be returned to you.

- If you can't return your vehicle to the repair shop and you have it repaired at another shop, in order to get your money back, you must return defective parts to the original shop (upon request).
- You have the right to know whether commissions were paid to mechanics.

If a repair shop has violated any of your rights listed above, contact the manager and file a complaint immediately in writing.

Need Help?

Before you contact the Ministry of Government Services to file a complaint, please take the following steps:

1. Contact the company and explain your specific complaint.
2. Put it in writing and keep proof of delivery of your complaint and any other communication with the company.
3. If you are still not satisfied, file a formal complaint, by visiting our website at **www.mgs.gov.on.ca** and going to Online Services.

For More Information

To learn more on this and other consumer topics, please visit the website of the Ministry of Government Services at **www.mgs.gov.on.ca**, or call **(416) 326-8555**, or toll-free at **1-800-268-1142**. TTY is **(416) 325-3408** or toll-free at **1-800-268-7095**.